



## Village of Lincolnwood Park and Recreation Board

**Board Meeting**  
**Tuesday, January 10, 2023**  
**7:00pm**

Council Chambers  
Lincolnwood Village Hall  
6900 N. Lincoln Avenue  
Lincolnwood, IL 60712

### Meeting Agenda

- I. Call to Order**
- II. Minutes Approval**
  - a. December 13, 2022, Meeting
- III. Old Business**
- IV. New Business**
  - a. Biennial Report
  - b. Summer Camp Parent Survey Report
  - c. Discussion Regarding Summer Camp Refund Policy
- V. Public Forum/Audience Participation**

The public forum agenda item allows audience members to make comments to the Park and Recreation Board. The Board will listen to all of the comments but will not answer questions and will not respond to them. Public comment is permitted on topics germane and relevant to the Board's business. A speaker who makes comments that are not germane will be given an opportunity to make appropriate comments, and if none are forthcoming, the speaker will be told to stop commenting. Finally, the Village Board has approved a 3 minute time limit per speaker.
- VI. Directors Report**
- VII. Staff Report**
- VIII. Chairperson's Report**
- IX. Commissioners' Reports**
- X. Adjournment**

Posted: January 5, 2023



**Village of Lincolnwood  
Parks and Recreation**

**Board Meeting  
Tuesday, December 13, 2022  
7:00pm**

**Council Chambers  
Lincolnwood Village Hall – 6900 North Lincoln Avenue**

**Draft MINUTES**

**I. CALL TO ORDER**

**Tucker:** The meeting was called to order at 7:00PM.

**PRESENT AT THE MEETING**

Chair Person: Courtney Tucker

Park Board Commissioners Present: Sokol Delisi, Victor Shaw, KJ Malca, Leah Brennan, Art Lovering, Laura Tomacic

Village Board Liaison: Grace Diaz Herrera

Parks and Recreation Department Staff: Karen Hawk, Nicole Interrante

**II. APPROVAL OF MINUTES OF THE NOVEMBER 8, 2022, BOARD MEETING.**

On motion Tucker approves the meeting minutes of the November 8, 2022, Park and Recreation Board meeting. 7-0, motion passes.

AYES: Lovering, Malca, Brennan, Tucker, Shaw, Tomacic, Delisi

NAYS: None

ABSTAIN: None

**III. OLD BUSINESS**

No old business

**IV. NEW BUSINESS**

**A. Aquatic Center Facility Report**

**Interrante:** Presents information from memo included in the Board Packet.

**Board Discussion:** A discussion followed among the Parks and Recreation Board and the Parks and Recreation staff. A few questions are brought up, including what is the difference between a family pass and additional pass; how is staffing at the Aquatic Center throughout the day, meaning is senior staff spread throughout shifts; why have the number of Senior Passes decreased; is there a similar way to sell Non-Resident passes similar to a system similar to Ticketmaster. A comment is made that perhaps our senior population can look into their healthcare provider to assist with the purchase of an aquatic center membership

## **B. Recommendation Regarding Increasing the Number of Non-Resident Pool Pass Sales**

**Hawk:** Presents information from mem included in the Board Packet

**Board Discussion:** A discussion followed among the Parks and Recreation Board and the Parks and Recreation staff regarding increasing the number of Non-Resident Pass Sales.

On motion, Brennan makes a motion to approve a recommendation to the Village Board to increase the number of Non-Resident Pass Sales to 2250 for the 2023 season. 6-1, motion passes.

AYES: Lovering, Brennan, Tucker, Shaw, Tomacic, Delisi

NAYS: Malca

ABSTAIN:

## **V. PUBLIC FORUM/AUDIENCE PARTICIPATION**

- A resident of Lincolnwood spoke on his thoughts about increasing the number of Non-Resident Passes that are sold and feels there should be more data and that the averages presented were misleading. He would like the Residents of Lincolnwood to have input on this matter.

## **VI. DIRECTOR'S REPORT**

**Hawk:**

- Concessionaire is not renewing agreement for 2023 season, RFP is ready for release for next week
- Centennial Park will have work beginning in the coming weeks or month, hopes to have this complete by Spring 2023
- Kickoff for the OSLAD Flower's Park project this week, construction throughout the summer
- Registration software update next Fall 2023
- Conditional offers for vacant Superintendent position and Recreation Supervisor position, hoping for final offers in next few weeks
- Thank you for helping with Turkey Trot

- Camp sessions for 2023 season, looking to make them into three, three week sessions instead of weekly sessions

**VII. STAFF REPORTS**

No staff reports

**VIII. CHAIRPERSON'S REPORT**

**Tucker:**

- Thanks everyone and wishes a wonderful holiday season
- Really enjoyed Santa Breakfast, thank you for hard work

**IX. COMMISSIONER'S REPORTS**

None

**X. ADJOURNMENT**

Meeting adjourned at 7:47PM

Motion to adjourn: Shaw/Tomacic

AYES: Tucker, Delisi, Shaw, Malca, Tomacic, Lovering, Brennan

NAYS: None

Park Board Minutes prepared by Julie R. Glowacki

Park and Recreation Board Chairperson: \_\_\_\_\_  
Signature Date



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## MEMORANDUM

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**TO:** Parks and Recreation Board

**FROM:** Courtney Tucker, Parks and Recreation Board Chairperson  
Karen Hawk, Director of Parks and Recreation

**DATE:** January 10, 2023

**SUBJECT:** Parks and Recreation Board 2021-2022 Biennial Report

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The Biennial Report of the Parks and Recreation Board is scheduled for the Committee of the Whole meeting on February 7, 2023. As part of this meeting, it is anticipated that the Parks and Recreation Board's Biennial Report will be received by the Village Board. In addition to receiving the Biennial Report, the intent of the report is to provide an opportunity for open dialogue on matters or issues pertinent to the Board. The Village Board strives to receive Biennial Reports from all of the Village's recommending bodies.

Attached is a draft of the Parks and Recreation Board's Biennial Report, which was completed by Parks and Recreation Department staff through a review of agendas, packets, and minutes throughout the reporting period of January 2021 and December 2022. The anticipated activities/goals for the next reporting period (2023-2024) represent projects and activities that are anticipated to take place in addition to routine initiatives that may arise.

**Recommendation**

Move to approve the 2019-2020 Parks and Recreation Board Biennial Report.

## **Village of Lincolnwood Village Board Committee of the Whole**

**Board:** Parks and Recreation Board

**Commission Members:** Courtney Tucker, Chairperson  
Art Lovering  
Sokol Delisi  
Leah Brennan  
Laura Tomacic  
Victor Shaw  
KJ Malca  
Grace Diaz Herrera, Liaison

Previous Commissioners during reporting period:

Carol Orah  
Maria Leberis  
Christina Audisho  
Atour Sargon, Liaison

**Summary of Significant Activities of the Previous Two Years:**

- Held 19 public meetings between January 2021 and December 2022
- Park Board Members provided volunteer support, participated/observed, and provided feedback for Parks and Recreation Department events
- Considered and reviewed plans, provided input, and made recommendations to the Village Board regarding the following initiatives:
  - Proesel Park Signs
  - Concession Stand Vendor Agreements
  - Pratt Avenue Pedestrian Bridge
  - Annual Department Apparel Bid
  - Lincolnwood Fest 2021
  - Amendment to the Bus Services Contract
  - Farmer's Market and Food Trucks
  - Open Space and Land Acquisition Development(OSLAD) Grant for Flower's Park Improvements and Renovations
  - Park Permits
  - Closing of a Portion of Lincoln Ave., for the Annual Turkey Trot Race
  - Liquor License for M-NASR for Trivia Night
  - Annual Summer Camp and Aquatic Facility Reports
  - Potential Long-Term Agreement with Concessionaire
  - Potential Sale of Liquor in Proesel Park for Summer Concerts and Other Select Events
  - Nanny Pass Fees
  - Non-Resident Aquatic Center Membership Sales

- Annual Program Reports
- Memorial Day Parade and Ceremony
- Dog Park Overview
- Department Rental Policies Recommendation Regarding Charging Admission, the Sale of Goods and Services, and Collection of Fees
- Lincolnwood Fest 2022 Main Stage Entertainment
- Parks and Recreation Comprehensive Master Plan
- Lincolnwood Fest Survey
- Barry and Taffy Berger Giving Tuesday Donation and Plan

**2021-2022 Anticipated Activities/Goals**

- Participate in and receive updates on the Parks and Recreation Comprehensive Master Plan.
- Provide feedback on projects related to the Barry and Taffy Berger donation
- Provide feedback on the dog park feasibility study and public engagement process.
- Provide feedback on potential OSLAD grant applications.
- Provide input on recommended changes for Lincolnwood Fest, Summer Camp, the Aquatic Facility, and other events and programs.
- Provide input on the summer camp refund policy.
- Deliberate on initiatives, projects, major policies, and ideas brought forth by staff and referred by the Village Board

**Specific Questions or Comments for the Village Board:**

- None



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## MEMORANDUM

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**TO:** Park and Recreation Board

**FROM:** Karen Hawk, Parks and Recreation Director

**DATE:** January 10, 2023

**SUBJECT:** Summer Camp Parent Survey

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The Parks and Recreation Department sent out an end of season survey to summer camp parents. The purpose of the survey was to gain valuable insight and feedback from parents. The feedback is intended to provide critical information to staff for making any necessary changes in future years.

Summer 2022 brought many changes to camp operations, including utilizing Lincoln Hall as a camp site for half-day camps, and some specialty camps. Additionally, hiring staff proved challenging due to the nationwide shortage. Most camp sessions were limited to a maximum of 60 or 80 campers due to the number of staff the Department was able to hire.

A survey was sent to all camp parents and the Department received responses from 46 parents. The survey results are as follows:

- 45.7% of respondents had children attend Little Lincolns
- 32.6% of respondents had children attend Proesel Pals
- 13% of respondents had children attend Tree Tikes
- 8.7% of respondents had children attend 1/2-day camps
- 52.2% of respondents were past participants and the remainder learned about Lincolnwood Day Camp through the camp brochure, word of mouth, and the Village website
- When asked about their child's favorite part of camp, 82.6% said pool time, followed by 56.5% for field trips, and 45.7% for making new friends
- Overall, a majority of parents rated the camp as exceeding expectations in the following areas: safety, quality of program, friendliness of staff, and value for the registration fee



- Areas of improvement include the following: attentiveness of staff and communication

Parents were also asked open ended questions to provide more detailed information regarding both their child's and their experience. Common themes among the responses include: a desire to have more pool time, moving pool time to the afternoon, better oversight of campers by counselors, counselors were too preoccupied with their phones rather than engaging with the campers, and improved communication.

The Department, based on staff's own observations, in addition to the feedback received in the survey, will be implementing several changes in 2023. Some of those changes include the following:

1. Campers will be issued a reusable wristband each day so that camp staff can easily identify campers in the park. There are many other kids in the park each day and this will allow staff to quickly identify children that belong to the camp program and those that do not attend camp.
2. Staff will be providing additional training for camp staff to include best practices for working with behavior issues, counselor engagement with campers, counselor pool rotation schedules, and phone usage by camp staff.
3. Recreational swim will be moved to the afternoon from 12:30-2:30pm each day. There will be no swimming on Fridays as those will be field trip days. Swim lessons and tennis lessons will remain in the mornings, so on days where there are swim lessons, campers who attend will be in the pool twice on those days.
4. Field trips will run on Fridays.
5. The Department is working to improve communication with campers and parents.

The Department looks forward to an improved camp season and creating an exceptional experience for campers.



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## MEMORANDUM

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**TO:** Parks and Recreation Board

**FROM:** Karen Hawk, Parks and Recreation Director

**DATE:** January 10, 2023

**SUBJECT:** Discussion Regarding Summer Camp Refund Policy

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### **Background**

During the 2022 summer camp season, the Department saw a significant number of registration cancellations totaling approximately \$18,800 in refunds. Many of these refunds were issued due to changes in childcare needs for families. While the Department understands that family childcare needs may change due to a variety of reasons including family vacations, summer school enrollment, change of programs, and family responsibilities, cancellations can have a detrimental impact on the summer camp program. Pre-camp planning includes hiring staff, planning for daily activities, supply and equipment purchasing, field trip deposits, and bus service planning. Pre-camp planning and associated spending on these items begin in mid-March. Additionally, all contracted vendors for our specialty require a minimum number of participants to run the camp. There are times when the difference between a camp running at the minimum enrollment or that camp being cancelled is dependent upon one participant. When late cancellations occur, it may negatively impact an entire camp session.

The Department is reviewing and updating the refund policy to address the number of refunds issued due to cancellations. It is important that the multiple expense factors be considered, while also providing a fair policy for families that have changes in their childcare needs.

The current summer camp refund policy is as follows:

- A 100% refund will be given prior to the start of each camp session less a service charge. Service charges are as follows: \$10 for fees under \$50; \$20 for fees \$50-\$200, \$30 for fees over \$200.
  - These fees are only charged once per child, so if a family cancels one child out of three camp sessions, the maximum charged is \$30.

Refund policies among other Park and Recreation agencies vary widely by organization. Agency comparisons are listed in the chart below:

<b>Organization</b>	<b>Policy</b>
<b>Niles Park District</b>	\$25 Service Charge on all cancellations
<b>Winnetka Park District</b>	5% of camp fees for cancellation
<b>Wilmette Park District</b>	100% refund prior to the two weeks before the start of camp  Less than two weeks before the start of camp – 10% surcharge up to a maximum of \$75
<b>Glenview Park District</b>	10% cancellation charge per child, per camp session up to a maximum \$75 more than four weeks prior to the start of the camp session  20% cancellation charge per child, per camp session up to a maximum of \$200 less than four weeks prior to the start of camp
<b>Evanston Parks and Recreation</b>	Refunds issued on a case-by-case basis
<b>Park Ridge Park District</b>	Full refund less a \$3 administrative fee and the refund is credited to the household  No refunds after the start of a camp session
<b>Des Plaines Park District</b>	Retention fee of \$15 plus a \$35 processing fee more than two weeks prior to the start of camp session  Retention fee of \$30 plus a \$35 processing fee less than two weeks and up the Thursday before the start of the camp session  Retention fee of \$60 plus a \$35 processing fee on or after the Friday before the start of the camp session
<b>Skokie Park District</b>	100% refund more than two weeks prior to the start of the camp session (typically has waitlists for camps so they don't charge an administrative fee)  75% refund one week prior to the start of the camp session  50% refund on the first day of the camp session  25% refund three days after the start of the camp session  Non-refundable after three days into the camp session

It is important to note that all the above organizations offer full or prorated refunds for specific instances including medical reasons indicated with a doctor's note, attendance in summer school, or moving out of the area. Lincolnwood's current policy also allows for this.

**Discussion**

Parks and Recreation staff suggest the following policy:

- 10% cancellation charge per child, per camp session up to a maximum of \$50 if a family cancels two or more weeks prior to the start of the camp session.
- 20% cancellation charge per child, per camp session up to a maximum of \$125 if a family cancels less than two weeks prior to the start of a camp session

Department staff are seeking a discussion and feedback from the Park and Recreation Board regarding the proposed change to the summer camp refund policy.